

**STATEMENT OF WORK
FOR
FLEET SERVICES**

1. DESCRIPTION OF SERVICES. The contractor shall perform aircraft fleet services at Edwards Air Force Base (EAFB) in accordance with the requirements of the SOW in a manner that will maintain sanitation and present a clean, neat, and professional appearance. Services are to be performed in accordance with the best business practices of commercial airlines FLEET SERVICES, State of California environmental, EAFB security, environmental and, airfield regulations.

1.1 FLEET SERVICING:

1.1.1 Clean galley areas and remove solid waste.

1.1.2 Clean and service lavatories. Clean surrounding areas and replenish lavatory supplies as required (toilet paper, paper towels, and hand soap).

1.1.3 Clean interior/exterior of trash containers and replace with new plastic trash liners.

1.1.4 Provide alcohol hand wipes for aircraft without potable water systems.

1.1.5 Discharge/flush of liquid waste residue from lavatory truck/cart at Building 693 as required (sewage treatment facility) South Base.

1.1.6 Solid waste (trash) is to be deposited in the nearest base trash dumpster.

1.1.7 Service/replenish aircraft potable water system as required.

1.1.8 Utilize the 412th Maintenance Operations Support Squadron (MOS), Maintenance Operations Center (MOC), as the primary servicing dispatcher.

1.1.9 Maintain and document a monthly servicing log of aircraft that required/received servicing (see exhibit 1).

1.2 Contractor to furnish supplies, vehicles, and equipment to perform SOW.

(1) All aircraft servicing, cleaning/sanitation supplies.

(2) Provide, operate, and maintain all necessary vehicles and equipment to complete all required servicing.

1.2.1 Transient aircraft transiting through but are not assigned to EAFB CA, will be provided fleet services on an as needed basis. The cost of services performed will be billed to the customer (transient aircraft) on their Aviation Service Credit (AVCARD) or Government Purchase Card (IMPAC). Contractor will attach charge slips to monthly servicing log (refer to exhibit 1).

2. SERVICE DELIVERY SUMMARY:

Performance Objective	S.O.W. Paragraph(s)	Performance Threshold
Clean aircraft lavatory, galley, interior/exterior of trash containers and replace with new plastic trash liners.	Para. 1.1.1, 1.1.2, 1.1.3.	No more than 3 valid Customer Complaints during the month.
Replenish lavatory supplies as required (toilet paper, paper towels, and hand soap). Provide alcohol hand wipes for aircraft without potable water systems	Para. 1.1.2, 1.1.3, 1.1.4.	No more than 2 valid Customer Complaints during the month.
Discharge/flush of liquid waste residue from lavatory truck/cart (sewage treatment facility) South Base. Solid waste (trash) is to be deposited in the nearest base trash dumpster	Para. 1.1.5, 1.1.6.	Zero valid Customer Complaints during the month.
Service/replenish aircraft potable water system as required.	Para. 1.1.7.	Zero valid Customer Complaints during the month.
Utilize primary servicing dispatcher. Maintain a monthly servicing log	Para. 1.1.8, 1.1.9.	Monthly servicing log to Quality Assurance (QA) Personnel no later than 5 calendar days after the last day of month
Emergency and special events must be accomplished as specified for each event.	Para. 4.1.	Zero valid Customer Complaints allowed per event.
Normal (scheduled) servicing hours (6:00 am-2:00 pm).	4.4	Provide service within 30 minutes after being notified by MOS/MOC.
Standby (unscheduled) servicing hours.	4.4	Provide standby servicing within two hours after being notified by MOS/MOC.
Service and bill transient aircraft.	1.2.1	No more than 3 valid Customer Complaints during the month.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES:

3.1 Office building space for two people, at least one class "A" phone line. Supplies storage space, as required. Parking area for contractors' vehicles and servicing equipment.

3.2 One mobile radio with spare battery and charger. Radios must have maintenance and airfield commutations nets.

3.3 Flight line drivers initial training, AFFTC/PKQ vehicle control officer (VCO). Annual flight line refresher training, 412 Maintenance Operations Squadron Training Flight.

3.4 Flight line vehicle pass (412 OSS/OSAM).

3.5 Security services, (AFFTC/PKRK). Electronic Personnel Security Questionnaire.

3.6 AFFTC flight line entry control card submission services (AFFTC/PKRK).

4. GENERAL INFORMATION:

4.1 Performance of services during crisis declared by the National Command Authority.

(1). Natural disaster (earthquake/high winds): stop all operations and secure all personnel (on duty). Secure government/contractor equipment and facilities. Report personnel, equipment, and facilities status to MOS/MOC.

(2). Terrorist attack: suspend all operations and secure office. Report personnel and equipment status to MOS/MOC.

(3). War footing: contact MOS/MOC for instructions.

4.2 QUALITY ASSURANCE: The government will periodically evaluate the contractor's performance by appointing a representative(s) to monitor performance. The Quality Assurance Personnel will evaluate the contractor's performance through intermittent on-site inspections of the contractor and, receipt of complaints from customers. The government may inspect each task as completed or increase the number of quality control inspections if called for by repeated failures discovered during quality control inspections or repeated customer complaints. Likewise, the government may decrease the number of quality control inspections if performance dictates. The government will also receive and investigate complaints from various customers located on the installation. The contractor shall be responsible for initially validating customer complaints. However, the Quality Assurance Personnel shall make final determination of the validity of customer complaint(s) in cases of disagreement between contractor and customer(s).

4.3 GOVERNMENT REMEDIES: The contracting officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997), for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

4.4 HOURS OF OPERATION: Fleet services are to be available 24 hours a day, 7 days a week (24/7). Normal (scheduled) servicing hours are 6:00 am-2:00 pm, Monday-Friday. Standby (unscheduled) hours are weekdays 2:01 pm-5:59 am, weekends, and federal holidays.

5.1 SECURITY REQUIREMENTS: All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the government installation, shall abide by all security regulations of the installation. The contractor shall sign an agreement stipulating the security requirements of this contract.

5.1.2 Strict security and personnel access control will be maintained. To gain entry into restricted areas, contractor personnel must have an Air Force Entry Control Card, or listed on an Entry Authorization List (EAL), have two forms of identification (one of which must have a photograph), or identified by Government escort personnel, and be physically escorted on site by authorized escort personnel.

5.1.3 Ten days prior to the initial commencement of work, the contractor must submit to the Contracting Officer a list of the names and Social Security Account Numbers of all employees who will be engaged in restricted area work. The contractor shall also submit a list of vehicle descriptions and serial numbers for the vehicles to be brought into the restricted area. The Contracting Officer will then prepare an Entry Authorization List (EAL). The EAL will be updated annually or until such time as the list has been altered by 25%, at which time an entirely new list must be submitted to the Contracting Officer. After the initial list has been submitted, all changes must be submitted 48 hours in advance of the added person's requiring access to the site, changes will be submitted in writing by the contractor.

6. SPECIAL QUALIFICATIONS: Flight line training and certification is required for all personnel driving on the airfield. The Air Force will provide initial and recurring flight line driver training. Training will consist of a practical flight line drivers ordination, day/night, a written test initially and annually thereafter. Test will take approximately two (2) hours annually during the contract period. Training will be conducted during normal

scheduled Air Force training session hours. Employee wages during training are at the contractor's expense. To preclude Foreign Object Damage (FOD), all hand tools will be managed IAW current operating instructions and vehicles will have a tire FOD inspection prior to entering/using on the flightline.

7. SAFETY REQUIREMENTS: AFOSH standards (i.e. wearing of jewelry, hearing protection, footwear, etc) will be strictly adhered to while performing maintenance activities on the flightline.

Appendix:

List of applicable regulations and standards (nonexclusive):

AFFTCI 21-5, Foreign Object Damage Prevention Program

AFFTCI 32-17, Potable Water Supply

AFI 48-1, Aerospace Medicine Program

AFI 48-109, USAF Epidemiological Services

AFI 48-117, Public Facility Sanitation

AFI 91-8, Solid Waste Management

AFMAN 24-306, Manual for Wheeled Vehicle Driver

AFMCI 21-107 and 21-119, Composite Toolkit Program

AFOSH Standards

AFPD 21-1, Managing Aerospace Equipment

Title 14, California Codes of Regulations

Title 23, Chapter 15, California Code of Regulations

412 LG OI 21-6, Composite Tool Kits, Special Tools, Lost Tool Reporting

Note:

Federal Acquisition Regulation (FAR) Part 12-13, AF Instructions, AF Technical Orders/Checklist, AFMC Instructions, AFFTC Instructions, LG Operating Instructions, are available online in the QA Library, Bldg 1600, Room 109, (661) 277-4123.

California Regulations/Titles are available at 95th Civil Engineering/Transportation Directorate, Bldg 3500, Horizontal Repair, (661) 277-6507.

Servicing Log
FLEET SERVICE MONTHLY LOG FOR _____ (Month/Year)

	DD/MM/Y Y			24HR Clock	24HR Clock	"X"		Trans ACFT X
	DATE	(92-0001) FULL A/C ID	(C-135E) Type A/C	START TIME	STOP TIME	UNSCH	PRINTED NAME and PHONE #	
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Exhibit 1

TABLE 1: Estimated Frequency and Type of Monthly Service Required for AFFTC Aircraft

A. SCHEDULED SERVICINGS:

Workload Estimates:

Aircraft	Monthly Average
C-5	7
C-17	4
C-18	6
C-130	5
C-135	15
B-1	9
KC-10	5
Other	10
Total	61

B. UNSCHEDULED SERVICINGS:

Workload estimate: 11 aircraft per month in any combination of aircraft listed below:

Aircraft:

C-5	C-17	C-130	E-4	E-5	E-8
C-135	C-141	KC-10	T-43	Other	

*Note: All servicing for aircraft on the South Base and North Base parking ramps will be performed under the unscheduled servicing. Number of unscheduled servicing per month has been as low as 5 and as high as 20.

C. STANDARD TASKING PER TYPE OF AIRCRAFT:

Aircraft	Lavatory	Trash	Galley	Potable Water
C-5	2	2	2	2
C-17	1	1		1
C-18	2	4	2	
C-130	1	1		
C-135	2	1	1	
KC-10	2	4	2	

*Note: Specific tasking may fluctuate with aircraft configuration

TABLE 2: Estimated Supplies of Passenger Comfort Items

Plastic Airsick bags—6 boxes (125 per box) per year.

Ear plugs—11 boxes (400 per box) per year.

Alcohol wiped—10 boxes (100 per box) per year.